

Snapshot of Denial Issues for 8/14/07 claim cycle

1. **Procedure has not been PA'd** (eob = 294) One hospital provider accounted for 68% of the denials for hospitals, 5 mental health clinics accounted for 50% of the clinic denials.
2. **Service denied requires PA** (eob = 302) 3 mental health clinics accounted for 40% of the clinic denials; 2 MH FQHC's accounted for 93% of the FQHC MH Clinic denials
3. **Hospital RCC requires PA** (eob = 466) 4 hospital providers accounted for 75% of denied details
4. **Timely Filing** (eob = 513) No outliers among mental health clinics; 2 FQHC's accounted for 90% of their denials; 2 hospitals accounted for 47% of the hospital denials.
5. **PA # Invalid** (eob = 291) 2 hospitals accounted for 68% of the hospitals denials; 2 mental health clinics accounted for 53% of the MH Clinic denials.
6. **Provider Type requires Modifier** (eob = 994) One provider accounted for 65% of the denials
7. **Invalid Provider # for Prior Authorization number** (eob= 293) 1 mental health clinic accounted for 40% of the MH clinic denials.
8. **Dupe in Process** (eob = 609) 1 methadone clinic accounted for 82% of the Methadone denials; 1 mental health clinic accounted for 55% of the MH clinic denials.

Note: In this claim cycle 72 different mental health clinic agencies had claims processed. Many agencies had multiple sites.